



Salesforce Replacing Kentucky Online Gateway as of January 12, 2022

Currently, to gain access to Citizen Connect, Citizens must set up a Kentucky Online Gateway (KOG) profile.



Starting January 12, 2022, KOG will be replaced with Salesforce for account creation and login to Citizen Connect.

Please complete your Kentucky Online Gateway Profile

Please fill out the form below and click Submit when finished.
All fields with * are required.

| | | |
|--|--------------------------------------|-------------|
| * First Name | Middle Name | * Last Name |
| Kevin | | Barto |
| * Username | Mobile Phone | |
| Kevin.Barto | (502) 229-0000 | |
| * Password | * Verify Password | |
| ***** | ***** | |
| * E-Mail Address | * Verify E-Mail Address | |
| kevinbarto@mailinator.com | kevinbarto@mailinator.com | |
| Street Address 1 | Street Address 2 | |
| | | |
| City | State | Zip Code |
| | Kentucky | |
| Language Preference | | |
| English | | |
| Question | Question | |
| In what city were you born? (Enter full name of city only) | What was the name of your first pet? | |
| New York | Spot | |

Cancel Sign Up

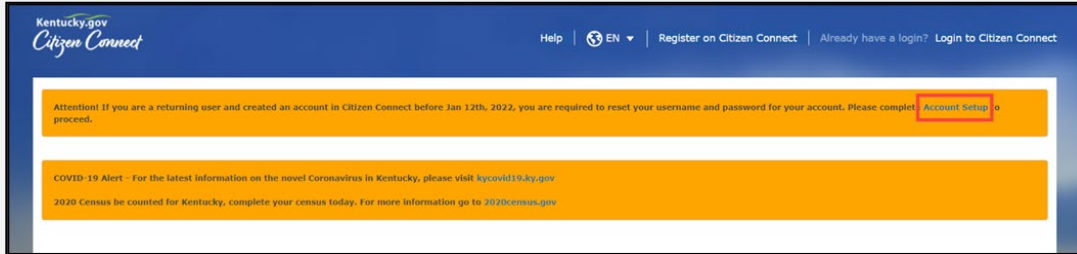
What you Need to Know

Existing Citizens that created a Citizen Connect account before January 12, 2022, are **required to reset their username and password for their existing account.**

How to Reset Username and Password?

Complete the steps below if you are an existing Citizen that created an account before January 12, 2022.

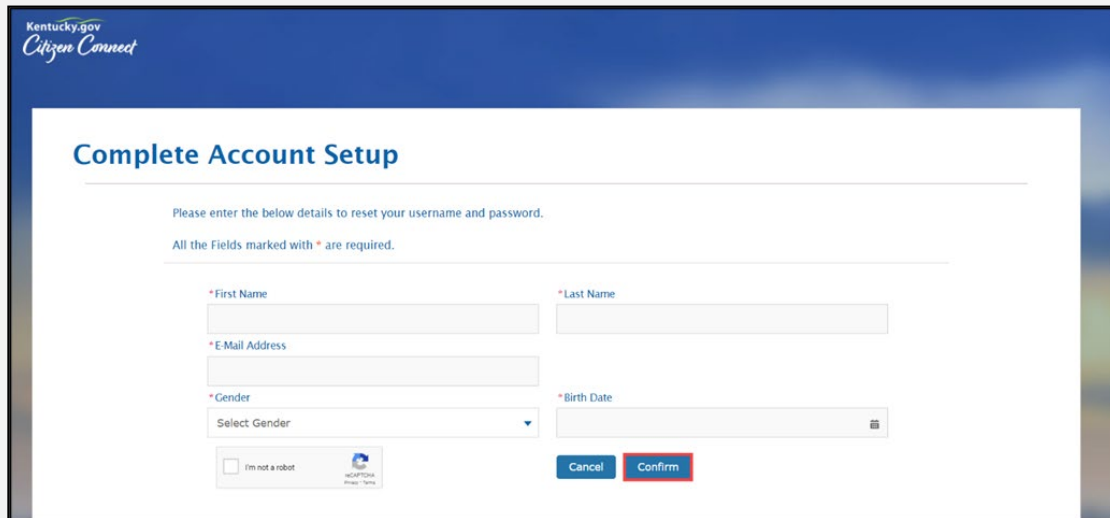
1. On the Citizen Connect landing screen, existing Citizen Connect Users must select the **Account Setup** hyperlink located in the orange banner on the screen.



2. Existing Citizen Connect Users must complete the **Complete Account Setup** screen by entering the information into all mandatory fields [indicated by a red (*) asterisk]. The information entered must match the Citizen's existing KOG account information to retrieve their existing Citizen Connect account.



Note: If the **First Name, Last Name, Email Address, Gender,** and **Birth Date** does not match the existing Citizen Connect account created via KOG, KEE Suite will display an error and Citizens will not be able to proceed with account setup for Salesforce.

A screenshot of the "Complete Account Setup" form. The form title is "Complete Account Setup" in blue. Below the title, there is a instruction: "Please enter the below details to reset your username and password. All the Fields marked with * are required." The form contains five input fields: "First Name", "Last Name", "E-Mail Address", "Gender" (a dropdown menu), and "Birth Date". At the bottom left, there is a "I'm not a robot" checkbox and a reCAPTCHA logo. At the bottom right, there are "Cancel" and "Confirm" buttons.

Note: To complete the process of resetting a Username and Password in Citizen Connect, the *Setup Password for Citizen Connect* email is sent to the email address provided during registration. Existing Citizens should complete each prompt until they reach the Citizen Connect Dashboard. Once on the Dashboard screen, the Username and Password has been reset successfully.

For complete step-by-step guidance, please reference the attached instruction guide.

Thank you for your continued support.

Sincerely,
The Education and Workforce Development Cabinet